

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 94-671-C - ORDER NO. 94-1143 ✓
OCTOBER 31, 1994

IN RE: Request of AT&T Communications for)	ORDER
Approval of Revisions to its General)	GRANTING
Subscriber Services Tariff to Introduce)	APPROVAL
its Busy Line Verification/Interrupt)	
(BLVI) Connect Option Service in)	
South Carolina (REF: TN 94-266).)	

This matter comes before the Public Service Commission of South Carolina (the Commission) on the request for approval of revisions to AT&T Communications of the Southern States, Inc.'s (AT&T's or the Company's) General Services Tariff. The purpose of the modification is to introduce AT&T's Busy Line Verification/Interrupt (BLVI) Connect Option Service in South Carolina. According to AT&T, with this option, when a customer has utilized BLVI, and the interrupted party agrees to take the call, the operator will offer to complete the call at operator handled rates rather than have the customer hang-up and redial.

The Commission has several concerns with this tariff. First of all, the Commission believes that the Company should file South Carolina Cost Studies on this issue. So far no such studies have been filed. Further, the Commission is concerned about the operator prompt that occurs at the time an interrupted party has agreed to accept the call. At present, the operator prompt reads as follows:

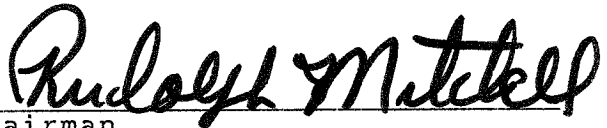
"Would you like for me to connect you or would you like to dial direct for the lower rate?"

The Commission believes that this prompt is potentially confusing to the consumer, and believes that a better prompt would be as follows:

"Would you like for me to connect you or would you like to dial direct to avoid a surcharge?"

The Commission believes that this change would be more informative for the consumer in enabling him to choose whether or not to use this portion of the service. The Commission therefore requests the Company to make this modification in its operator prompt. If this modification is not possible, the Company should, at the time of its Cost Study filing as stated above, explain why this modification is not being made. Contingent on these two conditions, however, the Commission believes that this tariff should be approved, as it is actually a conglomerate of 4 separate services formerly approved by the Commission separately. This Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:


Chairman

ATTEST:


Executive Director

(SEAL)